

<b>Job Title:</b> Homelessness Floating Support Worker	<b>Role Profile Number:</b> CEN66
<b>Grade:</b> M <b>Salary:</b>	<b>Date Prepared:</b> 19/03/2019
<b>Directorate/Group:</b> Communities and Housing	<b>Reporting to:</b> Rough Sleeper Project Co-ordinator
<b>Structure Chart attached:</b>	

### Job Purpose

- You will provide practical support, guidance and advice on tenancy sustainment, including paying rent, anti-social behaviour, accessing repairs and dealing with additional stakeholders such as community/health services to sustain tenancy.
- To work with individuals to access accommodation and support services, build local pathways and processes to ensure those with a history of rough sleeping can maintain accommodation and avoid becoming entrenched in a street culture.
- This work will be achieved through in-reach work to ensure that any accommodation secured is sustained by proactive ongoing help and support.
- To be able to work flexibly which includes early mornings, evenings and possibly weekends.

### Key Accountabilities

- To provide inreach resettlement work to former rough sleepers and those who have lived precariously housed lifestyles to enable them to regain stable and sustainable accommodation.
- To support and advise tenants through regular meetings in order to meet their housing and resettlement needs, regularly monitoring progress and outcomes achieved as required.
- Identifying the complex needs of often highly vulnerable and high risk clients, which will include, substance misuse, alcohol dependence, mental health issues, offending and violent behaviour, anti-social behaviour and individuals involved in the sex trade, and making appropriate referrals to services.
- Completion of risk assessments and support needs assessments and assist in the delivery of identified actions identified within the Personal Housing Plan.
- To provide a multi-agency response and communicate information between all agencies in order to reduce street homelessness and increase sustainment of accommodation.
- To produce high quality casework management forms and maintain accurate records.

- To assist in developing best practice in providing homelessness services and solutions to homelessness.
- Support and promote the provision of programmes and campaigns aimed at reducing rough sleeping and homelessness; including the Temporary Winter Housing Provision.
- To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance.
- To ensure lone working policies and procedures are followed at all times.
- To undertake work out of hours including weekends and evenings, using your own transport, ensuring your own personal safety at all times.
- As and when required assist the Housing Advisors to gather evidence and information as part of their homeless assessment enquiries and with colleagues to prevent and relieve homelessness.
- To meet individual and team performance targets, including maintaining high standards of record keeping both paper and electronic.
- To foster and maintain relationships with internal and external partners and stakeholders to ensure the delivery of key outputs and performance indicators.
- To work with individuals to build community ties through the engagement opportunities of work and volunteering with a view to moving them towards becoming economically active and empowered.

### **Supplementary Accountabilities**

- Ensure all Health and Safety requirements are met. In particular where staff are engaged in 'lone working', systems are in place to ensure communications and monitoring of staff safety.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Undertaking any other duties that can be accommodated within the grading level of the post.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

### Minimum

- Experience in a homelessness section or housing related field.
- Experience of working with vulnerable or homeless people or rough sleepers, case co-ordination and assessment, support planning and outreach.
- Experience of and a commitment to, working positively in partnership with a range of statutory and voluntary agencies.
- Good administrative, recording and reporting skills
- Ability to maintain professional boundaries.
- Confidence to work on own initiative as well as part of a team.
- Employ an empathetic and non-judgemental attitude towards service users.

### Preferred

- Knowledge of Housing Law, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) and Landlord & Tenant Housing Law
- Good IT skills.
- Excellent communication skills.
- Knowledge of safeguarding children and vulnerable adults procedures
- Ability to work under pressure
- Current, full driving licence.

### Qualifications

- Grade C GCSE English & Maths or equivalent

### Decision Making

- Responsible for decisions that directly impact upon the lives of people presenting as homeless, including their future housing provision.

### Creativity and Innovation

- Initiating and developing a single service plan for each identified person

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b> N/A	<b>Responsibility</b>	.
<b>Typical tasks supervised/allocated to others</b> N/A	<b>Asset Responsibility:</b>	No

## **Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Communicate with partner agencies, accommodation providers and the voluntary sector to ensure the successful outcome of the project.
- Represent Swindon Borough Council at multi-agency meetings and forums.

## **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

### **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

## **Other Key Features of the role**

- Develop evidence based best practice responses and make recommendations for improvement and change to achieve significant reductions in the numbers and prevalence of rough sleeping and street based activity within Swindon.
- The activities of this Section are very diverse and the postholder will be required to operate at all levels. The Section’s operations are such that the postholder will need to be flexible and able to switch priorities quickly.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name::</b>
<b>Date:</b>	